

111TH CONGRESS  
1ST SESSION

# H. R. 1455

To amend the Federal Financial Institutions Examination Council Act to require the Council to establish a single telephone number that consumers with complaints or inquiries could call and be routed to the appropriate Federal banking agency or State bank supervisor, and for other purposes.

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## IN THE HOUSE OF REPRESENTATIVES

MARCH 12, 2009

Mrs. MALONEY (for herself and Mr. KANJORSKI) introduced the following bill;  
which was referred to the Committee on Financial Services

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## A BILL

To amend the Federal Financial Institutions Examination Council Act to require the Council to establish a single telephone number that consumers with complaints or inquiries could call and be routed to the appropriate Federal banking agency or State bank supervisor, and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*  
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Financial Consumer  
5 Hotline Act of 2009”.

1 **SEC. 2. CENTRALIZED INTAKE OF CONSUMER COMPLAINTS**  
2 **AND INQUIRIES MADE TO FEDERAL FINAN-**  
3 **CIAL INSTITUTION REGULATORY AGENCIES.**

4 The Federal Financial Institutions Examination  
5 Council Act of 1978 (12 U.S.C. 3301 et seq.) is amended  
6 by inserting after section 1009A the following new section:

7 **“SEC. 1009B. CONSUMER COMPLAINTS AND INQUIRIES.**

8 “(a) SINGLE TOLL-FREE TELEPHONE NUMBER FOR  
9 CONSUMER COMPLAINTS AND INQUIRIES.—

10 “(1) CALL INTAKE SYSTEM.—The Federal fi-  
11 nancial institution regulatory agencies, coordinating  
12 through the Council, shall establish a single, toll-free  
13 telephone number for consumer complaints and in-  
14 quires concerning institutions regulated by such  
15 agencies and a system for routing such calls to the  
16 Federal financial institution regulatory agency that  
17 primarily supervises the financial institution, or that  
18 is otherwise the appropriate agency to address the  
19 subject of the complaint or inquiry.

20 “(2) ROUTING CALLS TO STATES.—To the ex-  
21 tent practicable, State agencies may receive appro-  
22 priate call transfers from the system established  
23 under paragraph (1) if—

24 “(A) the State agency’s system has the  
25 functional capacity to receive calls routed by the  
26 system; and

1           “(B) the State agency has satisfied any  
2           conditions of participation in the system that  
3           the Council, coordinating with State agencies  
4           through the chairperson of the State Liaison  
5           Committee, may establish.

6           “(b) REPORT TO THE CONGRESS.—Not later than 6  
7           months after the date of the enactment of the Financial  
8           Consumer Hotline Act of 2009, the Federal financial insti-  
9           tution regulatory agencies shall submit a report to the  
10          Committee on Financial Services of the House of Rep-  
11          resentatives and the Committee on Banking, Housing, and  
12          Urban Affairs of the Senate describing the agencies’ ef-  
13          forts to establish—

14               “(1) a public interagency Web site for directing  
15               and referring Internet consumer complaints and in-  
16               quiries concerning any financial institution to the  
17               Federal financial institution regulatory agency that  
18               primarily supervises the financial institution, or to  
19               the Federal financial institution regulatory agency  
20               or State agency that is otherwise the appropriate  
21               agency to address the subject of the complaint or in-  
22               quiry; and

23               “(2) a system to expedite the prompt and effec-  
24               tive rerouting of any misdirected consumer com-  
25               plaint or inquiry documents between or among the

1 agencies, with prompt referral of any complaint or  
2 inquiry to the appropriate Federal financial institu-  
3 tion regulatory agency, and to participating State  
4 agencies.”.

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